Aspiring Leaders Capstone Project

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Manchester Community College (MCC)

Manchester Community College

Aspiring Leaders Capstone Project:

Streamline MCC's Part-time Lecturer Contract Development and Payout Processes

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Capstone Project Presentation

Welcome and Thank you

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"Aspiring Leaders" Course Instructors, Distinguished Guests and Colleagues

THE PROJECT NEED:

Due to the growth in number of Part-Time Lecturer (PTL) contracts at MCC over the last five years (450 to 800 per semester), a business need emerged to review and update the processes for Contract Development and Payouts to ensure:

- Efficient budgetary controls were in place,
- Contract payouts to Part time Lecturers were scheduled in the first pay period of the semester, and
- A consistent and higher level of PTL customer service.

THE PROJECT MISSION:

- To provide better customer service for Part time Lecturers (PTLs) at Manchester Community College, relating to the Contract Development and Payout Processes each semester.
- ▶ To improve communication among departments involved in these processes.
- To cultivate mutual respect and a better understanding among departments, regarding respective project management timelines.

THE VISION - GOALS IN ACTION January 2011 to the present

▶ Four meetings were scheduled to accomplish the project goals:

The <u>first meeting</u> took place in February 2011 with the Finance, Academic Affairs and Human Resources/Payroll Services Departments.

Meeting Goal: To ensure a higher accuracy of budget controls are in place regarding the tracking and payout of Part time Lecturer Contracts.

Meeting Outcome: A new contract tracking and audit report was developed by the Academic Affairs department. The departments agreed that each semester this report will be used as the primary audit tool.

THE VISION - GOALS IN ACTION

January 2011 to the present

The <u>second meeting</u> took place in April 2011 between the Human Resources and Payroll Services Departments.

<u>Meeting Goal:</u> To develop a time line of required Part-time lecturer contract related tasks as follows:

- Contract review
- President's authorization
- Contract budgetary funding/Payment review
- CORE Data entry

Meeting Outcome:

It was determined that the Academic Affairs Department (responsible for contract development) would need to back up their project time line dates from the first CORE system pay period date.

THE VISION - GOALS IN ACTION

January 2011 to the present

The <u>third meeting</u> took place in May, 2011 between the Human Resources/Payroll (HR/PR) Services Department and the Academic Affairs (AA's) Department.

Meeting Goal: To review and compare respective departmental time lines regarding contract development and the payout/review work completed each semester.

- The AA Department was asked by the HR/PR Department to back up their time line from the first Part time Lecturer pay period in the CORE payroll system.
- Meeting Outcome: The Academic Affairs Department agreed to review HR/Payroll Services time line and date recommendations and to have another meeting to finalize the timelines.

THE VISION - GOALS IN ACTION

January 2011 to the present

The <u>fourth meeting</u> took place in June 2011 between the Academic Affairs Department and Human Resources/Payroll Services Department.

Meeting Goal: To finalize the respective time lines to ensure continuity of each department's time line (beginning with the point of contract generation to the contract payment of the first pay period of the semester).

Meeting Outcome: The time lines were coordinated and collaboration was achieved. The departments agreed to use the first CORE payroll system date with the mutual goal of providing excellent customer service to Part time Lecturers.

Summary of Objectives Completed:

- Collaborative meetings took place with Departments involved in the Part time lecturer contract development and payment processes.
- Budget Controls were reviewed/set.
- An agreement was made to use a primary audit report by all departments.
- The HR/Payroll Services, Financial and Academic Affairs Departments agreed to coordinate respective time lines each semester with the goal to improve customer service and timely PTL contract payments.

Achievement and Measurability of the MCC Capstone Project:

- In the prior Spring 2011semester, there were approximately 800 contracts generated and processed in the CORE payroll system at MCC. Approximately 800 850 contracts will be generated and processed in the upcoming Fall 2011semester.
- In the prior Spring 2011 semester, approximately 70% of the contracts were processed in the first pay period. The remaining 30% of the contracts were paid in the second and third pay periods. However, all contracts were paid in full by the end of the semester.
- The major goal of this project is to achieve a 90-100% payout rate of contracts for Part Time Lecturers (up from 70% from the prior semester.

Measurability Results of the MCC Capstone Project as of September 12, 2011:

- <u>In September, 2011</u>, the number of contracts paid by the first pay period of the Fall 2011 semester has been measured by comparing the paid contracts of the prior
- ▶ Spring 2011 semester (70%: 560 contracts were processed out of 800) to the current
- Fall 2011 semester (87%: 650 were processed as of September 12, 2011 out of 750 total)
- The desired goal of a 20% improvement rate was set; however, a <u>17%</u> improvement has been made as of September 12, 2011. This confirms the overall achievement results of my MCC Capstone Project shared with you today.

Questions?

THANK YOU